



University of Tennessee Position Description:

IT Administrator IV

Unit: UTSA IT Services:
FLSA: Exempt
Date: February 25, 2014

Job Code/Title: #30000274/IT Administrator IV
Pay Grade: 44

General Description:

Deploys and manages systems, networks, or databases. Operates independently for all sizes of systems, networks, and/or databases. Leads and directs teams for large-scale projects, new implementations, upgrades, etc. Provides direction and support to staff. Serves as highest level expert and leader in service area teams. Work is managed by results.

Duties and Responsibilities:

- Maintains and manages large systems, networks, and/or databases independently
 - Responsible for the most critical and highest impact services with the largest (e.g. enterprise/university-wide) user bases
 - Responsible for resolution of high impact or urgency problem and incident management issues
 - Oversees the resolution of lower impact or urgency problem and incident management issues by junior staff
 - Fulfills service requests for systems, networks, and/or databases under their responsibility
 - Reviews work of junior staff to ensure that services requests are correctly and effectively performed
 - Accountable for the performance of systems, networks, and/or databases
 - Performs routine, complex, and emergency systems, networks, and/or database administration tasks to ensure and maximize service availability
- Leads project teams to develop and implement new systems, networks, and/or databases
 - Leads projects, including planning, managing resources, and delivering final products
 - Responsible for overall work efforts in the development and implementation of new systems, networks, and/or databases
 - Directs and supervises project team members efforts
 - Researches and trains on new systems, networks, and/or database technologies
- Provides instruction, direction, and mentoring to staff
- Follows and creates documentation (e.g. instructions, configurations, best practices, service information)
- Maintains a current level of knowledge for all technologies (e.g. by reading, attending conferences, training, professional communication/networking)
- Actively engages and promotes new technologies (e.g. through networking, presenting at conferences, providing training)
- Possesses expert domain knowledge in service area and advanced knowledge of all related areas
- Performs other related duties as required

Job Specifications:

Behavioral Skills:

Accountability	Advanced	Mentoring	Advanced
Analytical Thinking	Expert	OIT Strategic Technology Planning	Intermediate
Building Relationships	Advanced	Problem Solving	Expert
Change Advocacy	Expert	Process Orientation	Advanced
Effective Communication	Advanced	Service Area Expertise	Expert
Empowerment	Advanced	Teamwork	Expert
Initiative	Advanced	Thoroughness and Efficiency	Expert
Learning	Expert		

Professional Skills:

IT Governance	Level 5	Project Management	Level 6	Availability Management	Level 5
Information Management	Level 5	Portfolio, program and project support	Level 5	Service Level Management	Level 4
Information Security	Level 6	Business Analysis	Level 4	Service Acceptance	Level 4
Information Assurance	Level 5	Requirements Definition and Management	Level 5	Configuration Management	Level 5
Information Analysis	Level 5	Business Process Testing	Level 4	Change Management	Level 5
Information Content Publishing	Level 5	Business Modeling	Level 4	Release and Deployment	Level 5
Consultancy	Level 5	Data Analysis	Level 4	System Software	Level 5
Technical Specialism	Level 6	Systems Design	Level 5	Security Administration	Level 4
Research	Level 5	Network Design	Level 6	Applications Support	Level 4
Innovation	Level 6	Database/Repository Design	Level 5	IT Operations	Level 4
Business Process Improvement	Level 5	Programming/Software Development	Level 4	Database Administration	Level 5
Enterprise and Business Architecture Development	Level 5	Information Content Authoring	Level 5	Storage Management	Level 5
Business Risk Management	Level 5	Testing	Level 5	Network Support	Level 5
Emerging Technology Monitoring	Level 6	User Experience Analysis	Level 5	Problem Management	Level 5
Continuity Management	Level 4	User Experience Evaluation	Level 5	Service Desk and Incident Management	Level 4
Software Development Process Improvement	Level 6	Systems Integration	Level 4	Quality Assurance	Level 5
Network Planning	Level 6	Porting/Software Integration	Level 5	Quality Standards	Level 5
Solution Architecture	Level 5	Installation and Integration	Level 5	Conformance Review	Level 3
Data Management	Level 5	Capacity Management	Level 4	Technology Audit	Level 5
Methods and Tools	Level 6				

Knowledge:

Knowledge requirements establish the level of mastery (basic, intermediate, advanced, or expert) a candidate must possess with specific technologies, products, services, processes, methods, regulations, or policies that are necessary to perform the responsibilities of the position. Due to the frequent changes in Information Technology, these requirements are established and communicated in the posted job description at the time of search for vacant positions. Knowledge requirement changes to filled positions are normally incorporated during the annual performance review process or as needed.

Minimum Qualifications:

Education:

Bachelor's degree in a related field or equivalent relevant experience.

Experience:

Seven years of relevant experience.